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September 24, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – DAVID AND MARGARET HOME, INC.: MAIN CAMPUS, CASA BONITA, LA CASA, WENWOOD , AND WINTERHAVEN GROUP HOMES**

We have completed a review of five Group Homes (Group Home or Agency) operated by The David and Margaret Home, Inc. The Group Homes contract with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

The five Agencies provide care for girls ages 11-17 years who exhibit behavioral, social, and emotional difficulties. All five Group Homes are located in the Fifth District.

Main Campus Group Home is a 60-bed facility. At the time of the monitoring visit, Main Campus Group Home was providing services for 22 DCFS children, nine Probation children, and one child from the Department of Mental Health. In addition, Main Campus Group Home was providing services to a total of 11 children from the counties of San Bernardino, Orange, and Riverside combined.

Casa Bonita, La Casa, Wenwood, and Winterhaven Group Homes are a six bed facilities. At the time of the monitoring visits:

- Casa Bonita Group Home was providing services for six DCFS children.
- La Casa Group Home was providing services for five DCFS children and one child from Riverside County.
- Wenwood Group Home was providing services for three DCFS children, one Probation child, and one child from the Department of Mental Health (DMH).
- Winterhaven Group Home was providing services for three DCFS children, one Probation child and one DMH child.

"To Enrich Lives Through Effective and Caring Service"

Scope of Review

The purpose of the review was to determine whether the Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with six children placed in the Main Campus Group Home and two children placed in each of the six-bed Group Homes at the time of the review. Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency was providing the services outlined in their Program Statement. However, the Agency needs to address several areas where improvements are needed.

Main Campus

The Agency needs to make repairs to its facility; document the residents' participation in the development, or updating of the Needs and Services Plans; complete Quarterly Reports in a timely manner; provide all age-appropriate residents with emancipation and vocational services; give each resident the opportunity to participate in planning activities; ensure that rules and consequences are imposed fairly; provide on-going staff training related to the resident/staff interactions and personal rights; improve the method of screening in-coming calls without imposing on the residents' privacy; involve residents in menu planning; provide each resident with sufficient clothing to meet the DCFS clothing standards; provide sufficient storage space for each resident; and provide each resident with a life book.

Casa Bonita

The Agency needs to remove debris from the side of the garage; repair the garage; properly store food; document the residents' participation in the development, or updating of the Needs and Services Plans; complete Quarterly Reports in a timely manner; provide all age-appropriate residents with emancipation services.

La Casa

The Agency needs to make repairs to its facility; provide age-appropriate recreational equipment; document the residents' participation in the development, or updating of the Needs and Services Plans; and provide each resident with a life book.

Wenwood

The Agency needs to make repairs to its facility; provide age-appropriate recreational equipment; document the residents' participation in the development, or updating of the

Needs and Services Plans; provide residents with sufficient privacy during personal phone calls; and provide each resident with a life book.

Winterhaven

The Agency needs to make repairs to its facility; secure all cleansers; provide age-appropriate recreational equipment; complete Needs and Services Plans in a timely manner; document the residents' participation in the development, or updating of the Needs and Services Plans; and provide each resident with sufficient clothing to meet DCFS clothing standards.

Attached are detailed reports of the review findings.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:dl

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer
Charles Rich, Executive Director, The David and Margaret Home, Inc.
Violet Varona-Lukens, Executive Officer
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The David and Margaret Home, Inc.
Main Campus
1350 Third Street
La Verne, CA 91750
(909) 596-5921
License No.: 191500192
Rate Classification Level: 12

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Six

Comments:

The Main Campus Group Home (Group Home or Agency) is a large facility located in a residential community and consists of six 10-bed residential units (Emry, Gillette, Lowery, Mueller, Tarr, and Turner). The residential units are clean, spacious, and comfortable. The grounds are nicely landscaped, and blend well in the neighborhood.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, TVs, and VCRs. There are books and resource materials, including computers with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. Generally, the food is accessible, appropriately dated, and properly stored with one exception noted below under Gillette unit.

The interior of the residential units are generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

However, there are areas in the individual units that need improvement.

Emry Unit

At the time of our review, the Group Home was below capacity and the Emry Unit was not occupied. In the TV room, the upholstery on the couch and chair is faded and worn, and the cushions are compressed and flattened. In the hallway, the vanity is missing a drawer, and in the kitchen, the stove burners are inoperable.

In bedroom number one, the closet door does not work and the finish on the wooden end table is worn and scratched. In bedroom number two, two of the window screens

are bent. These issues should be addressed in the event the Group Home receives additional residents who occupy the Emry Unit.

Gillette Unit

A container of outdated milk was in the refrigerator which staff was advised to discard.

Light bulbs in bathrooms one, two, and three need replacing.

Lowery Unit

The living room carpet has a large stain.

Mueller Unit

The finish on the kitchen cabinets is worn, the paint on the phone room wall is worn and marked, and a light bulb is not working in bathroom number three.

In bedroom number one, one wall is dirty, marked, and has patched areas that need to be painted.

Tarr Unit

The paint is chipped and worn on the desks/dividers in bedroom number one, and the paint is peeling on the shower ceiling in bathroom number two.

Turner Unit

The countertops in bathrooms one and two are chipped and have missing face strips.

The paint is chipped and worn on the desks/dividers in bedrooms one and two. The cover plate over an electric outlet in bedroom number five is broken with exposed wiring presenting a safety hazard.

Recommendations

1. Main Campus Group Home management:

- a. Repair/replace the upholstery and cushions on the couch and chair in the TV room in Emry Unit.**
- b. Repair/replace/refinish furniture, countertops, and cabinets throughout the living units as needed.**
- c. Repair the burners on the kitchen stove in Emry Unit**

- d. Repair the closet door in bedroom number one of Emry Unit.
- e. Repair the window screens in bedroom number two of Emry Unit.
- f. Replace light bulbs in the bathrooms in Gillette and Mueller Units.
- g. Properly store food to prevent contamination and spoilage.
- h. Clean/replace the living room carpet in Lowery Unit.
- i. Repaint the walls/ceilings in Mueller and Tarr Units as needed.
- j. Replace the cover plate over the electric outlet in bedroom number five of Turner Unit.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Six

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Five residents received a complete initial diagnostic assessment after being admitted into the Agency's program. One resident has not been in placement long enough to require an initial assessment.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the residents' participation in the development or update of the NSPs.

The quarterly reports for four residents are current, comprehensive, and appropriately focused on the goals of the NSP. One resident's quarterly report was not completed in a timely manner. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided weekly individual and/or group therapy.

Recommendations

2. Main Campus Group Home management:

- a. Provide documentation to show residents' participation in the development or update of the Needs and Services Plans.

- b. Complete each resident's quarterly report in a timely manner.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Six

Comments:

The residents attend classes at the on-grounds non-public school, and require Individualized Education Plans (IEPs). Five residents have current IEPs, and one resident is scheduled for an IEP meeting. The records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in daily chores, laundry, and hygiene care.

Three of the five age appropriate residents reported that they have not been offered the opportunity to participate in emancipation programs. One of the two residents eligible for vocational programs reported she had not been offered vocational training.

Residents have the opportunity to work and manage their own money.

Recommendation

- 3. Main Campus Group Home management enroll all age-appropriate residents into emancipation and vocational programs.**

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Six

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. Five residents reported that they participate in planning some of the

activities. However, a newly admitted resident reported that staff does the planning of activities. The Agency's Director of Residential Services acknowledged that the Gillette unit is for newly admitted residents where direction is provided until they become acclimated in the program.

Five residents have free time and are able to participate in self-selected activities. However, one resident reported that she was assigned the activities to attend and was not provided choices. The Agency's Director of Residential Services stated that the residents are provided with the ability to choose the activities they would like to participate in. The Agency's Director of Residential Services further stated that if an activity is full, the resident would need to choose an alternate activity.

Transportation is provided to and from the activities.

Recommendation

- 4. Main Campus Group Home management clarify for residents that each child can participate in the planning of activities and can choose alternative activities as appropriate.**

V. Psychotropic Medication

Method of assessment – Review of relevant documents for 10 case files

Comments:

The residents have current court authorizations submitted for psychotropic medication. Documentation confirms that nine of the children are routinely seen by the prescribing psychiatrist. One resident has not been in placement long enough to be seen by the psychiatrist.

Medication logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Six

Comments:

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Five residents reported that they feel safe in the Group Home and that there is no interference with daily living functions. One resident reported that she does not feel safe due to conflicts with other residents and indicated that she does not want to remain in that unit. The Agency's Director of Residential Services stated that they would have the child's therapist intervene to alleviate her feelings of insecurity.

Four residents reported satisfaction with the taste of the food and with their ability to participate in menu development. Two residents expressed dissatisfaction with the food, as they prefer "junk food." However, the Agency's Director of Residential Services indicated, and the menu confirmed, that there are multiple entrée items for the residents to select. The food is properly stored. The residents are periodically surveyed for their opinions and menu suggestions. Overall, we concluded that the menu is satisfactory.

The residents reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. However, one resident stated that there is a staff person who does not treat her with respect and dignity. The Agency's Director of Residential Services indicated that they would follow-up with both the child and the staff person to resolve the issues.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding.

Residents are permitted to contact their placement workers, probation officers, attorneys, and family members as needed. Five residents feel that their phone calls and visits are permitted with sufficient privacy. However, one resident reported that she does not have privacy with phone calls because her incoming calls are screened by staff. The Agency's Director of Residential Services indicated that there are persons on this child's "no contact list". Therefore, by policy the child's calls will be screened. This policy is appropriate and the Director stated that the policy will be clarified for the residents.

One resident does not feel she has sufficient privacy stating that she is required to leave her bedroom door open. The Agency's Director of Residential Services stated that there is no policy mandating doors to remain open. However, the resident's door could have been open for supervision or circumstantial reasons.

Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Five residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. However, one resident stated that she feels some of the rules are not fair. She did not understand the need to give restriction for leaving her tray at the dining table or the reasoning for not permitting residents to sit out in front of the units. This was discussed with the Agency's

Director of Residential Services who did not know why the resident would get restriction for not clearing the tray, but indicated that residents are permitted to be out in the front of their units unless there are circumstances whereby their presence would create problems.

Residents are aware of their right to refuse medication.

Recommendations

5. Main Campus Group Home management:

- a. Counsel and provide supervision to residents in regards to their conflicts with other residents and promote positive peer interactions.**
- b. Provide ongoing staff training to reinforce the practice of treating residents with dignity and respect and monitor the staff's behavior.**
- c. Clarify for residents the policies of screening incoming calls for those residents that have contact restrictions, and ensure the residents are provided appropriate privacy.**
- d. Ensure that the discipline policies and consequences are clear, fair, and consistent.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Six

Comments:

The Agency provides appropriate clothing, items of necessity and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality. However, one resident is lacking a sufficient quantity of socks.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items. Five of the residents have sufficient, secure space to store their personal items. One resident reported that she needs additional storage space because a dresser was removed from her room and has not been replaced.

Four residents are provided with an opportunity to maintain photo albums/life books. Three residents reported that they were not offered a life book. The Agency's Director of Residential Services acknowledged that the facility has depleted their books and supplies; however they are in the process of re-stocking.

Recommendations**6. Main Campus Group Home management:**

- a. Provide each child with sufficient clothes to meet DCFS clothing standards for quantity.**
- b. Provide each resident with sufficient storage for their personal property.**
- c. Provide each resident with a life book.**

**The David and Margaret Home, Inc.
Casa Bonita Group Home
141 East Fifth Street
San Dimas, CA 91773
Phone: 909-596-5921
License No.: 191501802
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

The Casa Bonita Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards. However, there is an accumulation of cardboard boxes on the side of the garage and the garage door lock is bent preventing it from being secured.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. However, one of the dining room chairs has a broken back.

The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, in bedrooms three and four, the carpeting has numerous stains.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible and appropriately dated. However, there was an outdated container of milk in the refrigerator and an open bag of rice in the kitchen cabinet. During the review, staff discarded the milk and placed the rice in a sealed plastic bag.

Recommendations

1. Casa Bonita Group Home management:

- a. Remove the cardboard from the side of the garage.**

- b. Repair the damaged garage door.
- c. Properly store food to prevent contamination and spoilage.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the residents' participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident's quarterly report is outdated.

The residents are provided weekly individual and/or group therapy.

Recommendations

2. Casa Bonita Group Home management:

- a. Provide documentation to show residents' participation in the development or update of the Needs and Services Plans.
- b. Complete each resident's quarterly report in a timely manner.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents attend non-public school, and have Individualized Education Plans. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational

stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in doing daily chores, their own laundry, and hygiene care.

One of the two age-appropriate residents reported she has not been offered the opportunity to participate in emancipation programs.

Residents have the opportunity to work and manage their own money.

Recommendation

- 3. Casa Bonita management enroll all age-appropriate residents in emancipation programs.**

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents for two case files

Comments:

The residents have current court authorizations submitted for psychotropic medication. Documentation confirms that the children are routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their placement workers, probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice, and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced, and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

Recommendations

There are no recommendations for this section.

**The David and Margaret Home, Inc.
La Casa Group Home
125 Gaffney Avenue
San Dimas, CA 91773
Phone: 909-596-5921
License No.: 191501988
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

The La Casa Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. However, the concrete patio has large cracks presenting a safety hazard.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated. However, there are areas in need of improvement. The carpet in the TV room has stains and two burners on the kitchen stove will not light. In bathroom number one, there is mildew on the wall and the paint is peeling. In bathroom number two, there is mildew on the wall and two light bulbs are missing.

The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks.

There are board games, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs. However, the Group Home lacks age appropriate recreational equipment.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible and appropriately dated. However, there was an open bag of rice in the kitchen cabinet which staff placed in a sealed plastic type bag during the review.

Recommendations

1. La Casa Group Home management:

a. Repair the cracked patio slab.

- b. Remove the stains from the TV room carpet.
- c. Repair the burners on the kitchen stove.
- d. Repair the walls in bathrooms one and two.
- e. Replace the missing light bulbs in bathroom number two.
- f. Provide age-appropriate recreational equipment for residents.
- g. Properly store food to prevent contamination and spoilage.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the residents' participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided weekly individual and/or group therapy.

Recommendation

- 2. La Casa Group Home management provide documentation to show residents' participation in the development or update of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Residents are attending school. There are current Individualized Educational Plans for both residents. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents for one case file****Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Resident interviews****Sample size for resident interviews: Two****Comments:**

Residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding.

Residents reported that they are able to have visitors and make and receive personal telephone calls. They are permitted to contact their probation officers, attorneys, and family members as needed.

Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

One resident is provided with an opportunity to maintain a photo album/life book. The other resident reported that she was not offered a life book. The Agency's Director of Residential Services acknowledged that the facility has depleted their books and supplies; however they are in the process of re-stocking.

Recommendation

- 4. La Casa Group Home management provide each resident with a life book.**

**The David and Margaret Home, Inc.
Wenwood Group Home
3003 Wenwood Street
La Verne, CA 91750
Phone: 909-596-5921
License No.: 191503111
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

The Wenwood Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and maintained. However, the washing machine is not working and one burner on the kitchen stove is not working.

The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, the carpeting in each bedroom has multiple stains.

There are board games, a sewing machine, a TV, and a VCR. There are books and resource materials, including a computer with a variety of programs. However, the Group Home is lacking age appropriate recreational equipment.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible and appropriately dated.

Recommendations

1. Wenwood Group Home management:

- a. Ensure that the washing machine is in good working order.**
- b. Repair the burner on the kitchen stove.**
- c. Remove stains from the bedroom carpeting.**

- d. Provide age-appropriate recreational equipment for residents.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. However, there was no documentation to support the residents' participation in the development or update of the NSPs.

The quarterly reports are current, comprehensive, and appropriately focused on the goals of the NSP.

The residents are provided weekly individual and/or group therapy.

Recommendation

- 2. Wenwood Group Home management provide documentation to show residents' participation in the development or update of the Needs and Services Plans.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents attend non-public school, and have Individualized Education Plans. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in doing daily chores, their own laundry, and hygiene care.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations and the Main Campus Group Home for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to Wenwood Group Home management, there are no residents receiving psychotropic medications. This information is appropriately documented in the Wenwood Group Home medication logs.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding.

One resident feels that her personal phone calls and visits are permitted with sufficient privacy. However, the other resident reports that staff listens to her phone calls made from the payphone in the kitchen area of the house.

Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate different holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendation

- 3. Wenwood Group Home management ensure that residents have sufficient privacy during their personal phone calls.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Both residents reported that they were not offered an opportunity to maintain a photo album/life book. The Agency's Director of Residential Services acknowledged that the facility has depleted their books and supplies; however they are in the process of re-stocking.

Recommendation

- 4. Wenwood Group Home management provide each resident with a photo album/life book.**

**The David and Margaret Home, Inc.
Winterhaven Group Home
3401 Winterhaven Drive
La Verne, CA 91750
Phone: 909-596-5921
License No.: 191500849
Rate Classification Level: 12**

I. Facility and Environment

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

The Winterhaven Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home has a nicely landscaped front yard and blends well with the other homes on the block. However, the outdoor stairway is damaged presenting a safety hazard.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. However, there are some areas in need of improvement. The carpeting throughout the home is worn and stained. The kitchen trash can does not have a proper lid and a bottle of dish soap is in an unsecured cabinet presenting a safety hazard and in violation of licensing requirements. (During the review, the bottle was secured in the office by staff.).

The resident bedrooms are spacious, comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, there is mold in the corners of the bathtub in bathroom number one and at the base of the shower in bathroom number two. Further, the mirror in bathroom number two has water damage around the edges.

There are board games, a sewing machine, a piano, arts and craft supplies, a TV, a DVD player and a VCR. There are books and resource materials, including a computer with a variety of programs. However, the Group Home is lacking age appropriate recreational equipment such as skates, bicycles, and balls.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

Recommendations

1. Winterhaven Group Home management:

- a. Repair the outside stairway.
- b. Replace the worn carpeting throughout the facility.
- c. Provide a proper lid for the kitchen trash can.
- d. Secure all cleansers and chemicals used in the home in accordance with general licensing requirements.
- e. Remove the mold in bathrooms one and two.
- f. Repair/replace the mirror in bathroom number two.
- g. Provide age-appropriate recreational equipment for residents.

II. Program Services

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

One resident's Needs and Services Plans (NSPs) is current, realistic, measurable, and time specific. The other resident's NSP was completed two weeks past the due date. There was no documentation to support either resident's participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided weekly individual and/or group therapy.

Recommendations**2. Winterhaven Group Home management:**

- a. Ensure that each resident's Needs and Services Plan is completed in a timely manner.
- b. Provide documentation to show residents' participation in the development or update of the Needs and Services Plans.

III. Educational and Emancipation Services**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

The residents attend non-public school, and require Individualized Education Plans (IEP). One resident has a current IEP on file. The other resident is a new admission and is scheduled for an IEP meeting within the week. One resident's case records contain semester report cards and/or progress reports. The other resident has not attended school long enough to require a report card and/or progress report. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in daily chores, laundry, and hygiene care.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

One resident is employed and is able to manage her own money.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two**

Comments:

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations and the Main Campus Group Home for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents for one case file****Comments:**

The resident has a current court authorization for psychotropic medication. Documentation confirms that the child is routinely seen by the prescribing psychiatrist.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Resident interviews**

Sample size for resident interviews: Two

Comments:

Both residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents are able to have visitors and make and receive personal telephone calls. They are permitted to contact their placement workers, probation officers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and they feel that the Agency is respectful of their cultural lifestyles and allows them to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The Agency provides appropriate clothing, items of necessity and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality. However, one resident is lacking a sufficient quantity of outfits and undergarments.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage.

Residents are provided with an opportunity to maintain photo albums/life books.

Recommendation

3. Winterhaven Group Home management provide each child with sufficient clothes to meet DCFS clothing standards for quantity.